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**Complaint Form**

**Instructions**

This form must be used for all complaints.

If the complaint refers to more than one member, a separate form must be submitted for each member.

Before completing the form please read Cymdeithas Cyfieithwyr Cymru’s Code of Professional Conduct and Complaints Procedure. These are available on our website at: <https://www.cyfieithwyr.cymru/en/how-to-join/professional-conduct>

It is important that you provide as much information as possible regarding your complaint.

The form includes a box where you may list all supporting documents forming part of the complaint.

In submitting your complaint, you must sign the declaration and agreement at the end of the form.

The text boxes will extend as you type. There is no limit on the numbers of characters you may use for each box nor on the length of the final document.

An exact copy of the complaint form and supporting documents submitted will be sent to the member for comment.

We recommend that you make a copy of the form.

If you have any further questions or any problem in completing the form, please contact the Chief Executive.

**Making a complaint**

Please e-mail the form and any supporting documents for the attention of the Chief Executive of Cymdeithas Cyfieithwyr Cymru – geraint@cyfieithwyr.cymru

Please also print and sign a hard copy and post this First Class, marked confidential, for the attention of The Chief Executive, Cymdeithas Cyfieithwyr Cymru, Intec, Parc Menai, Bangor, LL57 4FG.

Consideration of your complaint will not begin until the Chief Executive receives a signed hard copy.

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| **Complainant’s details** |
| Name |  |
| Organization |  |
| Address |  |
|  |  |
|  |  |
|  |  |
| Post Code |  |
| e-mail |  |
| Phone no. |  |

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| **The member of Cymdeithas Cyfieithwyr Cymru against whom the complaint is made** |
| Name |  |
| Address |  |
|  |  |
|  |  |
|  |  |
| Post Code |  |
| e-mail |  |
| Phone no. |  |

**The text boxes will extend as you type. There is no limit on the numbers of characters for each box nor on the length of the final document**.

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| **What is the nature of your relationship and/or involvement with the member?** |
| **Answer:** |  |

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| **Have you tried to resolve the dispute with the member?** |
| Please include all relevant information including:- have you contacted an individual, company or organization to help resolve the dispute including arbitration?- is the dispute the subject of legal proceedings? |
| **Answer:** |  |

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| **Full details of the complaint** |
| It is important that you provide as much information as possible about the complaint. Please include relevant information regarding: any written or verbal agreement between you and the member; business terms agreed upon; any supporting communication; date of alleged incident. Please indicate which part of Cymdeithas Cyfieithwyr Cymru’s Code of Professional Conduct you believe has been breached by the member. |
| **Answer:** |  |

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| **Were there any witnesses (if relevant) and do you have any evidence?** |
| If you do have witnesses, please include their names and contact details. |
| **Answer** |  |

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| **List of supporting documents forming part of the complaint (if relevant)** |
| **List:** |  |

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| **Complainant’s declaration and agreement** |
| I wish Cymdeithas Cyfieithwyr Cymru to consider my complaint as submitted in this form and any supporting documents (if relevant).In presenting this complaint:- I declare in good faith that to the best of my knowledge all information and allegations within this form are true and factually correct;- I understand an exact copy of this form, communications and supporting documents will be sent to the member for comment and I confirm that I will not hold Cymdeithas Cyfieithwyr Cymru responsible for any possible legal action that might ensue;- I understand that Cymdeithas Cyfieithwyr Cymru will treat all information provided by me regarding the complaint as confidential, and I agree to do likewise and not discuss the matter in public during the handling of the complaint by Cymdeithas Cyfieithwyr Cymru; - I understand that should Cymdeithas Cyfieithwyr Cymru decide that the complaint is valid, it will publish its ruling on its website and may use all or part of the information submitted in this form or supporting documents. |

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| Signature: |  | Date: |  |